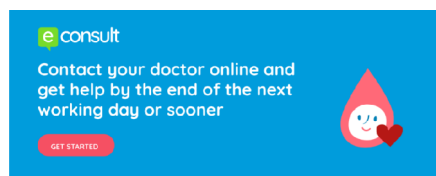


COAST HEALTH NEWSLETTER – July 2025



It is now almost 3 months since the econsult system went live and the response from patients has been amazing. We appreciate the feedback, both positive and negative that we have received so far and have taken this on board. We thought it would be helpful to share some of this with you. Please take time to complete the feedback questions when you can.

Why is the form so long/there are lots of questions that don't apply to me:

The answers to these questions can mean something to the doctor reading the form which goes directly to the doctor on duty. Many of the questions would be asked during your consultation so this speeds up the process.

Why can I not submit an e-consult in the evening/at the weekend?:

As with the previous system we do not have capacity to offer a 24/7 booking system. It would also not be safe as some patients may submit a form expecting to receive an out of hours response. Econsult opens at 6am each weekday morning to offer flexibility for those with commitments during the day and to avoid waiting for the phone to be answered at 8.30am. We close submissions at 4pm to allow the duty doctor to finish seeing all the patients who were booked in that day and to deal with the many other tasks that you don't see (blood test results, repeat prescription requests, insurance reports, consultant clinic letters are just a few examples).

Do I need to create an account or have a user ID?

No, anyone can submit a form. If you submit an e-consult on behalf of a friend or relative, and they are an adult, please ensure that you have their consent to do so. We will still need to consult with them to ensure confidentiality unless there is an agreement already in place.

Why does the form ask me to call the surgery or 999?

- If you are calling for your baby or small child, we have a lower threshold to see this age group.
- If the software has picked up information that makes it think you may be having an urgent medical problem then it will ask you to call 999. It is not uncommon for patient to try to book an appointment with the GP when they think they are having a heart attack or stroke, these situations are not suitable for primary care.

We prefer the old system:

We have had to be innovative to adapt to the challenges of medicine as it is today with longer secondary care waiting times, reduced funding to primary care and ever growing list sizes. We now have our highest list size ever of 5300 patients. We can safely say that without this system, especially in the summer when doctors are trying to take some leave, that patients would have been waiting 6 weeks or more for a routine appointment when at the moment the wait is around 2 weeks.

Some Positive Feedback!

- The responses I received were prompt and helpful.
- It was quick and efficient and I could think carefully about the information I supplied and make sure it was complete.
- It just made life easier and it was probably much quicker than having to get an appointment.
- I thought it was brilliant! Within half an hour of me sending in symptoms the surgery called and I had a consultation an hour later.

Please continue to treat our team with patience and respect. The practice operates a zero tolerance policy to any form of verbal or physical abuse

www.coast-health.co.uk

If you have friends, relatives or neighbours who do not have access to the internet or a mobile phone, please feel free to pass on the information in the newsletter.